

Administrative Services Division

Assistant Director

Lynette States

Lynette graduated from ASU with a bachelor's in accounting and earned her CPA certificate in December of 1991. She began working in state government on July 6, 1987 for the Auditor General's office. She came to DOR on February 14, 1997 making this her 13th year in state service. She is a current member of the Association of Government Accountants and has obtained her certification as a Government Financial Manager.

Administrators

Tom MacConnel

Comptroller

Betty Martz

Facilities Management
Records Management

Sally Escarcega

Purchasing

Daniel J. Corcoran

Special Audit



The mission of the Administrative Services Division is to provide efficient, quality and courteous service to our “customers” both within and outside the department.

Administrative Services Division

Comptroller	The Comptroller is responsible for the financial management activity. Additionally, the comptroller administers the unclaimed property, estate tax and the special taxes program.
Facilities Management	Facilities is responsible for coordinating DOR facility and custodial maintenance and remodeling in Phoenix, East Valley, North Valley and Tucson offices and the warehouse; receiving of all goods and supplies purchased by DOR; security system maintenance and repairs; issuance of DOR ID cards and building access.
Purchasing	Purchasing is responsible for the contracting and purchasing of all goods and services required by DOR: i.e., modular furniture; office furniture; office supplies; and printing of tax forms, tax booklets, business cards and envelopes. Purchasing is also responsible for contract management, vendor performance and compliance. Central Supply within the Purchasing section, distributes office supplies and internal forms.
Records Management	Records Management maintains and provides access to tax returns filed with the Department and Departmental records. The unit microfilms income tax, corporate tax and accounts receivable documents. The unit also operates the warehouse which stores bulk forms and related materials.
Special Audit	Special Audit conducts three types of field audits; Tobacco Tax, Unclaimed Property and other Luxury Tax. Tobacco Tax audit consists of conducting field audits of tobacco tax returns filed with the department, examining books, records and work papers required to verify purchases, deductions and stamps. Unclaimed Property audit consists of conducting field audits on different types of entities to verify unclaimed property reports filed with the Department or conducting audits to assist with compliance by those who have not filed. Other Luxury tax audits consist of conducting audits as necessary to verify reports filed for liquor taxes and other special taxes.
Highlights	<ul style="list-style-type: none"> ◆ The Estate Tax Unit continues to provide timely customer service. The average processing time for a Form 74 was just over seven business days for FY 2000. For FY 2000, closing letters were issued on 1,662 estates. The unit processed 12,783 tax waivers on real property and other tangible personal property. ◆ The Electronic Funds Transfer Unit added 3,518 new EFT filers and electronically processed approximately \$581 million more than in FY99. The unit processed 266,156 payments totaling \$4.009 billion. ◆ Refunds totaling \$5 million that had been returned to DOR as undeliverable by the US Postal Services were re-mailed after Comptroller's Office staff located more current addresses. ◆ The Unclaimed Property Unit received reports from holders resulting in over 98,000 new accounts being added to the database during the year. The unit also conducted several holder seminars in various communities across the state. The unit answered over 27,000 telephone calls, assisted over 800 walk-in customers and processed over 17,000 claims. This resulted in the return of approximately \$9.4 million to owners of Unclaimed Property. ◆ The Special Audit Section was charged with Arizona Voluntary Compliance program for Unclaimed Property. They have worked directly with more than 50 businesses in an attempt to bring these potential holders of Unclaimed Property into compliance with Arizona's Uniform Unclaimed Property Act. This project is currently 50% complete, and to date, \$1 million has been recovered to be returned to rightful owners. Additionally, an unknown number of businesses have taken advantage of the Voluntary Compliance Program and filed Unclaimed Property reports that have yet to be reviewed by the unit as of this date. We are currently conducting a batch review in order to identify these participants. Upon completion of the batch review, the unit will be able to determine the effectiveness of the program in terms of the number of new filers in the system and the total amount of property remitted to the Department to be united with rightful owners.

Highlights Continued

- ◆ A new Purchase Order Processing System will go into place July 1, 2000. A new inventory system will go into place July 1, 2000 for Central Supply and the Warehouse.
- ◆ Records Management continues to improve its production while maintaining its quality. This has been accomplished by taking a hard look at how we conduct our work. By changing the process, we have increased production by 18% and decreased staff by 6% a year.
- ◆ Over the last several years, the Facilities Section has added two new offices; East Valley and now North Valley. With the new office fully operational, the facilities staff continue to maintain an above standard customer service level, without the increase in staff. They continue to take on modular re-builds as well as the day-to-day maintenance issues.